



Alerts  
Initiatives  
Communication

*from the Office of Research Services*

## News: To Use!



Projects  
Information  
Customer Feedback

**JUNE 1997**

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### IN THIS ISSUE

- [Cleaning](#)
  - [Construction \(Special Insert\)](#)
  - [Copy Centers](#)
  - [Lost & Found](#)
  - [Mail Info](#)
  - [Telephone Use](#)
  - [Transportation](#)
  - [Travel](#)
  - [Fax Us a Line!](#)
- 

### **The Art of Parking**

Everyone knows that parking is becoming tighter due to the many construction projects currently underway at various sites throughout the campus. Reality is that construction projects are and will continue to impact on parking into the turn of the century. During 1996, a total of 450 parking spaces were lost due to repairs to the ACRF and the Emergency Maintenance and Safety Program in the Clinical Center (CC). We are now well into 1997 and will be seeing at various times during the year about 100 spaces lost because of the Utility Tunnel work; in July, 300 spaces will be lost with the start of Building 50; and in September, 430 spaces will be lost when site preparation for the Clinical Research Center (CRC) begins. In April 1998, we will see another 500 spaces lost with the actual CRC construction. Knowing that these projects are critical to the future of NIH does not ease the frustration brought on when you have no where to park. Therefore, the ORS is working diligently on a parking management plan to create short- and long-term remedies beginning with more efficient management of the spaces we have.

The objective of the parking management plan includes generating new capacity to offset parking losses, establishing order for all parkers, increasing control and enforcement, and managing campus parking and transportation resources effectively. Our first attempt at better use of the spaces came early this year when we awarded a contract to provide attendant-assisted parking in the P3 level (visitors) of the ACRF and simultaneously converted the motor pool lot in the rear of Building 1 to general parking. The attendant-assisted parking has been a success; a success that is inducing more of the same type of service to be in effect by August 1997. In addition, in July, 400 temporary employee spaces will be constructed at various locations around the campus to offset losses created by the start of Building 50 and other ongoing projects.

By August, we will have created a total capacity for 1200 visitor cars, starting with four attendant-assisted visitor parking facilities to be located in portions of the MLP-8, Lot 4A, Natcher building, and additional spaces in the ACRF. With these conversions will also come paid visitor parking (with the exception of patients and other CC visitors). In keeping with that line of operation, about 130 metered visitor parking spaces will be located at various spots in proximity to buildings on campus. These changes will permit all other visitor spaces on campus to be converted to employee spaces, including spaces that have previously been used by construction contractors. Come August, construction contractors will be required to park off-campus at designated satellite parking lots. Once the visitor spaces are established, attendant-assisted parking for employees will start in the fall, beginning with MLP-8. The ultimate goal for later this year will be to implement attendant-assisted parking operations for employees at Lots 31B, C,D,E,F,G, and H, which will increase capacity by 330 spaces to offset loss of spaces when the CRC site construction begins.

The already well established TRANSHARE Program, which provides a subsidy for commuters using public transportation; Ridefinder Network, a carpool/vanpool matching service; satellite lots; and bicycling amenities for two-wheel commuting will continue to operate and expand as opportunity allows. In the near future, we envision the establishment of one central Parking and Transportation Management Center that encompasses the full range of parking initiatives including phasing in of managed parking at other campus facilities, shuttle operations, and satellite parking facilities. Remember that the NIH volume of parking spaces are restricted by federal regulation to one space per two people. While all initiatives are aimed at maintaining our allotment, there is still a need for NIH employees to consider what they can do to help reduce the number of cars on campus.

Look for a more detailed article about Parking and Transportation in the *NIH Record* and check the Parking and Transportation Website for information and updates.

INFORMATION:  
Stella Serras-Fiotas 6-5037

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## **STUDENT INTERN PROGRAM**

### **Galludet partnership to resume**

Last summer, Ms. Michelle Morock, a Galludet University student, completed a successful internship with the Division of Public Safety (DPS). She was a tremendous source of information and help to the many areas with which she worked. In addition to her daily routine, Morock gave six Deaf Awareness presentations to the DPS staff.

When it came time to begin the process for this summer, the DPS was still consolidating and reorganizing from two divisions into one, and it could not prepare for an intern this summer. They plan to resume the program next summer.

DPS chose to do an internship program with a Galludet student to give employees better awareness of, and a better relationship with, the deaf and hard-of-hearing community. This goal was met beyond their expectations with an intern who had Morock's insight. She remained interested and focused each step of the way. She reported that through her internship, she became very aware of the need for the deaf and the hard-of-hearing to better understand the *hearing* community-particularly for their own safety when relating to law enforcement officers and firefighters who are attempting to create or maintain a safety zone for themselves and others during a crisis.

Prior to the beginning of her internship, Morock spent several weeks reviewing the mission of DPS. She expressed the most interest in the K-9 section, and got a chance to attend K-9 recertification training of the dog and officer. She also attended a court hearing and tried her hand at the firearms training system (FATS). Her suggestions for specialized tapes to help officers confront individuals with disabilities are currently under discussion with the vendor who supplies the FATS tapes.

She participated in the preparation of a crime watch presentation. Even the Locksmith section was on her schedule, along with the Emergency Management Branch, where she contributed to a brain storming session about the paging system for deaf and hard-of-hearing individuals. DPS staff hopes it can find another intern as interested and energetic as Morock. She seemed to use every minute of her time to the greatest advantage.

INFORMATION:  
Sandy Miller 6-6893

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### **JOHN P. JENKINS HONORED: Federal Engineer of the Year**

NIH is proud of the many, many employees who work diligently to contribute to the multitude of construction projects, large and small, that make NIH bigger and better.

One of our engineers was recently singled out by the National Society of Professional Engineers at its 18th annual awards ceremony: John Jenkins, from the ORS' Division of Engineering Services, is the Society's Engineer of the Year for the NIH. One engineer is chosen from each government agency such as the State Department, the Environmental Protection Agency, and the Armed Services.

Jenkins manages the Clinical Center Essential Maintenance and Safety Program, which has over 17 primary projects comprised of more than 20,000 construction activities! He must also coordinate the oversight of hundreds of Clinical Center renovations each year.

He has implemented the computerized project design and construction management tool, and established a specialty design and construction team.

His outstanding leadership, dedication, and creativity are appreciated by everyone who works with him.

CONGRATULATIONS: John Jenkins 6-8102

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### **Division of Safety launches Home Page**

Everyone is going on line, and the Division of Safety is no exception. It began the New Year with a new project ... the Division of Safety (DS) Home Page at:

<http://www.nih.gov/od/ors/ds>

The home page features lists, schedules, and detailed information on the wide variety of DS services,

such as waste management, blood pressure screening, radiation safety training, and much more.

Drop by and bookmark the DS page as a source to learn when Lab Safety classes will be held, what the next EAP Video Series will be, or how to get in touch with your Health and Safety Specialist.

Future updates include DS Branch home pages, more information, and eventually, interactive features which will allow you to use the Internet to request waste pickups or register for DS training classes. *Let us know what you think about our new HOME!*

INFORMATION:  
Karen Helfert 6-1987

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### **UNPAID PARKING TICKETS: ignore at your own risk**

*NIH employees have over 13,000 outstanding parking citations*, according to the Central Violations Bureau of the US District Court, *totaling almost \$390,000 in overdue fines*. Some employees have as many as 30 tickets.

The US District Court is coordinating its effort with the District and each state to locate offenders. The Motor Vehicle Administration can refuse to renew tags until all outstanding tickets are paid on a vehicle.

*How does this relate to your parking at NIH?* The Director of the Division of Public Safety is authorized to revoke or refuse to issue or renew a violator's NIH parking permit. Participation in the NIH TRANSHARE Program may also be at risk.

This authority is normally used when employees have repeated *NIH* parking offenses. The Court will provide NIH Police with a list of employees who have received tickets and have not paid the fines. Once the offenders are identified and the status of particular fines are verified, enforcement action will be taken, i.e., vehicles may be towed.

If you think you may have unpaid tickets, please call the number below to arrange payment.

INFORMATION:  
US District Court 1-800-827-2982

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### **NIH Primate Facilities to be transferred**

NIH no longer needs the 270 acre Caribbean Primate Research Center (fondly known as CPRC), in Sabana Seca, Puerto Rico. The General Services Administration will handle a change in ownership, possibly to the University of Puerto Rico. The NIH acquired the CPRC from the US Navy in 1967. It had been used by NIH as a primate breeding facility under the operation of the University of Puerto Rico.

Another primate facility transfer will take place this summer. Congress has authorized the transfer of

over 20 acres of property to the University of Miami. GSA is preparing the Deed of Transfer for Perrine, which is south of Miami.

INFORMATION: Mike Sullivan 6-3172

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### **CITY-PAIR CONTRACT AIRFARES: Benefits other than cost savings**

City-pair contracts feature many advantages over commercial fares, including the following:

- Tickets are fully refundable
- No advance purchase or length of stay is required
- No capacity-controlled seating
- No charge for cancellations or any schedule changes
- No blackout periods
- No price changes through the length of the contract

Lower fares, which are open to the general public, are sometimes available through the city-pair contract. They are generally restricted and carry penalties for changes or cancellations, but they may satisfy your requirements. If you elect to use those fares, you are required to provide a justification on your travel order.

INFORMATION:  
Anne Gillen 2-1661  
e-mail: [ag16g@nih.gov](mailto:ag16g@nih.gov)  
fax: 2-2204

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### **American Express Replaces GTRs**

NIH no longer will use a Government Transportation Request (GTR) as the payment mechanism for transportation arrangements that Ober makes for NIH government travelers. Instead, an American Express account has been established and will be used by Ober to purchase airline tickets. This change does not affect how NIH travelers do business with Ober.

INFORMATION:  
Anne Gillen 2-1661  
e-mail: [ag16g@nih.gov](mailto:ag16g@nih.gov)  
fax: 2-2204  
address: Bldg. 31, Rm. 3C39, MSC 2324

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### **1997 Domestic Per Diem Increase**

The standard CONUS per diem rate has been increased from \$66 to \$80. This amount includes a \$50 maximum lodging amount and a \$30 M&IE (meals and incidental expenses) rate. 1997 per diem rates can be found on the following *GSA Web Site*:

<http://www.gsa.fss.gov/>

OR BY

e-mail: [ag16g@nih.gov](mailto:ag16g@nih.gov)

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### **Travel Reservation Suggestions**

Travel has enough built-in delays associated with the experience. The following are some of our best ideas for efficient planning and traveling:

**Best Timesaver:** If you travel often, be sure to fill out a "*Frequent Traveler Profile*." It will ensure that your preferences are in Ober's computer system and you won't have to tell the agent where you want to sit, your Frequent Flyer numbers, meal preferences, and so on, every time you call. Ask for a form at the Ober office or e-mail for one at [prosser@obertravel.com](mailto:prosser@obertravel.com).

**Fax Your Travel Request:** Use Ober's "*Fast-res* Fax Form." Ask for one at the Ober office or e-mail for one at [prosser@obertravel.com](mailto:prosser@obertravel.com).

**Call at "off-peak" times:** Ober's Call Management System has determined that the best times to get through with minimal delays are between 8:30 and 9:00 or after 3 pm. The lunch period of 11:30 am to 2:00 pm is the busiest time.

**Ticket Pick Up Arrangements:** Regardless of where you make your reservations with Ober, you can arrange to pick up your tickets at any Ober office. When you make your reservation, tell the agent when and where you want your tickets. GSA recommends that you wait and get your tickets at the latest time possible, within reason, since airlines make thousands of changes, from major to minor ones, each day. Ask for delivery to Building 31, Building 10, Executive Plaza South, or Parklawn, whichever is most convenient for you.

**Try to avoid "Instant Ticket" Requests:** Some travelers are causing problems by asking for "Instant Tickets" all the time, even when their Travel Orders have been approved well ahead of time. This is especially problematic because Ober moved most ticketing to their head office. This reorganization to improve service worked, and allows agents to spend more time on the phone with their customers. However, Instant Ticket fulfillment is more complicated. Ober staff would work better if the unnecessary Instant Ticket requests would decrease. *Remember, if you have a true emergency, Ober will produce your ticket within two hours.*

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### **Communication with Ober**

INFORMATION AND RESERVATIONS: 6-8900

TTY SERVICE: 301-907-8221

E-MAIL: [oberhq@ix.netcom.com](mailto:oberhq@ix.netcom.com)

TOLL FREE SERVICE

During business hours, from outside DC: 800-638-8500

After hours and emergency calls: 800-366-2100

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## **A CHANGE IN ARRANGEMENTS for non-government travelers on purchase orders**

Ober used to send tickets to non-government travelers by the most economical method, which was usually US Mail. Mail is sometimes lost or delayed. Ober had been more than willing to issue a duplicate ticket in order to accommodate a traveler, but Ober had to rely on the traveler to send in the extra ticket for a refund. ICD staff sometimes refuse to pay the entire invoice until the refund was reflected on the invoice.

***Problem: people who received two tickets took weeks or even months to mail back the "lost" ticket, thus holding up payment of the entire invoice.*** Ober could no longer bear the expense created by these delays and put the following changes into effect:

0. All tickets for non-government travelers will be sent by Federal Express so that they can be tracked and retrieved.
1. ICDs must add \$5 per ticket for FedEx charges on the same line item as the airfare.
2. Ober will not issue a replacement ticket until the person responsible for the meeting-*not the traveler*-has authorized Ober to do so in writing.
3. The ICD is responsible for locating the "lost" ticket. Ober will assist as a last resort.
4. Receiving must be documented in the ADB upon receipt of Ober's invoice. Upon receipt of lost tickets, credits from Ober will be deposited back to the ICD CAN identified on the purchase order.
5. If receiving is not properly entered in the ADB with the correct receipt date, upon proof of invoice delivery to the program, Ober will submit a claim for interest owed.

### INFORMATION

phone: Anne Gillen 2-1661

fax: 2-2204

e-mail: [ag16g@nih.gov](mailto:ag16g@nih.gov)

address: Bldg. 31, Rm. 3C39, MSC 2324



***Transportation News***



**EMPLOYEE TRANSPORTATION  
has a new face: welcome, Tom Hayden**

Mr. Thomas Hayden has recently taken over the Employee Transportation Services Office (ETSO) within the Division of Public Safety. He has been employed by NIH since 1988 as a police officer. This new opportunity provides challenges for Hayden, who begins his tenure with the excitement and the parking and traffic challenges created by the magnitude of new construction on campus.

The long-term construction projects that are underway, as well as those scheduled to begin in the near future, have affected many specific parking areas on campus. Hayden has visited the satellite parking areas leased by NIH for employees. He observed and would like to stress the following:

"Garage 57 and the lot at Mid-Pike Plaza are not being utilized to their fullest extent. A comfortable and convenient shuttle runs between these lots and the campus."

Hayden has been a part of the Parking and Transportation Working Group, assisting in developing more commuting choices for employees. He stresses his openness to the concerns of the NIH community, and welcomes new ideas and all suggestions.

Commuters who wish to obtain information about employee transportation, or who would like to present their perspective to Hayden should call him at the number listed below.

INFORMATION  
Thomas Hayden 2-RIDE

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## NIH Shuttle News

Since late May, the Mid-Pike Plaza shuttle service began at 6:30 am to accommodate employees' early work schedules. During the morning rush hour-6:30 am to 10:00 am, as well as the evening rush hour-4:00 pm to 7:30 pm, the shuttle buses depart and return to Mid-Pike Plaza every 15 minutes. During non-rush hours of 10:00 am to 4:00 pm, the shuttle service schedule is every 30 minutes. Employees who are parking in Garage 57 have been surveyed to see if there is a need for early shuttle service there as well.

Shuttle service for employees of the Clinical Center (Building 10) begins at 6:30 in the evening and ends at 12:30 am. Its purpose is to escort employees to their vehicles that are parked in parking lots on the NIH campus. The shuttle bus is parked in front of Building 10 during these hours.

*All NIH shuttle services operate Monday through Friday, except on government holidays.* The Transportation Management Division (TMD) of the Office of Logistics Management welcomes suggestions and comments from its customers. They have established a hotline and look forward to your input.

INFORMATION: TMD Hotline 6-5326

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## **PARKING AND TRANSPORTATION WORKING GROUP: looking for new members and ideas**

Surveys show that most NIH employees ride to work alone in their own cars. The ETSO has many programs in place to encourage a change in that behavior. There is TRANSHARE, Ridefinders Network, and much more.

In addition to your own situation, you may have a great idea that has never occurred to any of the people who are so deeply involved in this issue. Any ideas and suggestions are welcome. Chairperson Tim Wheelles goes one step further in asking for communication from anyone who is interested in becoming a new member of the Parking and Transportation Working Group. You can reach him by using any of the following contact information.

INFORMATION  
phone: Tim Wheelles 2-1661  
e-mail: [tw36t@nih.gov](mailto:tw36t@nih.gov)  
Internet: [www.nih.gov/od/ors/parking/htm](http://www.nih.gov/od/ors/parking/htm)

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## **INFORMATION**

### **Employee Transportation Services Office 2-RIDE (7433)**

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## **THE LOST AND FOUND: Amazing Place**

The Division of Public Safety has primary responsibility for lost articles in NIH buildings and grounds. The central office for *found* property is Room B3B17 in Building 31. The following are some important points to remember if you find or lose an item:

- On campus, report lost items to the NIH police.
- Off-campus items should be turned in to the Security Officer on duty in your building.
- If you come to retrieve an item, be prepared to identify yourself as well as the item.
- If you turn in an item you have found, you may also be asked to give your name-in case of a reward.
- Any item held longer than 30 days can be disposed of, according to GSA regulations.
- Off-campus items not recovered after 30 days will be transferred to the campus Police Branch for disposition.
- If any information is available, a final attempt will be made to contact the owner before disposal.

**About cold hard cash:** Currency is held for three days by the Police Branch, at which time unclaimed money is turned over to a cashier at the Disbursing Services Section. The police give a receipt to the person who found it. If a claim is made by a person who, in the opinion of the police, is the rightful

owner of the lost cash, they will be asked to fill out a form, and the funds will be released.

INFORMATION  
Police Branch, DPS 6-5685

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**LONG DISTANCE DIALING:  
Goodbye "8", Hello "9"**

The NIH community has long been accustomed to dialing 8 and then the area code and telephone number for long distance calls using FTS2000. This is changing. The "8" access code is being removed to give NIH an additional internal exchange for future growth.

Everyone should immediately start to use **9-1-and the full ten digit phone number** to place long distance calls via FTS2000. *This change only applies to domestic long distance calls.* Procedures for international calls, including Canada, remain unchanged.

To explain further, using "9" forces the call into "Automatic Routing" software that can determine if the call is local or FTS2000. The call is then routed accordingly. At present, when someone dials "8" the call goes directly to FTS2000 facilities. If, by accident, they then dial a local number such as 202-555-1212, the call will be carried at FTS rates instead of a flat local call rate.

Just as with the changes that Bell Atlantic made recently with regard to the additional use of area codes for local dialing, we all have to remember that this type of change affects all numbers that have been programmed into phones, modems, and fax machines and software, as well as in computer programs or scripts.

The Telecommunications Branch (TCB) looked into this situation several months ago and found that NIH is spending over \$8,000 in unnecessary FTS charges per month. These charges, which are billed to ICDs, will be eliminated with the new system of dialing "9" for long distance access.

**Problems?** If for any reason, you are using "9" for access and the phone call does not complete, users are advised to call the Telecommunications Branch (TCB) at 5-HELP and press "1" for telephone repair.

**Questions?** Some phones are restricted from access to FTS2000; this restriction will remain with 9-1 access. If you have questions about access privileges, also call TCB at 5-HELP.

INFORMATION  
Telecommunications Branch 5-HELP (4357)

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**Residential Quarters' Loop Road Improved for Privacy and Structure**

Although it is not a public thoroughfare, the loop road through the Quarters from Zelkova Lane near the east end of Parking Lot 31-B to West Drive and the Children's Inn entrance is often used as a shortcut. Speed humps will be constructed soon to discourage cut-through traffic in this residential area. The road is also undergoing a facelift. After nearly 15 years in existence "as is," a new two inch asphalt topping

coat is being applied.

INFORMATION: Lynn Mueller 6-4817

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### **THE NIH APARTMENT HOUSE CLOSES: the passing of an icon**

The NIH Apartment House, which has been an icon on the NIH Bethesda campus for over four decades, will be decommissioned in September of 1997, and eventually will be demolished. In June of 1996, the NIH received Congressional approval and funding to build a new Clinical Research Center (CRC).

The CRC will be built adjacent to the North side of the current Clinical Center, and, upon completion, will encompass the space now occupied by the Apartment House. Construction will start this summer and will slowly infiltrate the Apartment grounds and infrastructure. The CRC has been in planning, in many different configurations for a long time, and will fulfill a long-recognized need. Still, it is sad to bid farewell to a part of the NIH history.

Built in 1954, the 79-unit apartment house was home to many distinguished NIH researchers and support staff over the past 40 years. Its 48 efficiencies, 24 one-bedroom units and 7 two-bedroom units have seen hundreds of talented visiting scientists, directors, and guest researchers come and go, but a few have simply made this their lifelong home.

One such resident was Dr. Joe Hin Tjio, who recently and reluctantly moved out of Apartment #411, which had been home to him and his wife, Inga, since 1966. Tjio came to NIH in 1959 as a visiting scientist. He has long been renowned for a discovery he made 42 years ago. He discovered the correct number of chromosomes in human cells.

The Division of Space and Facility Management (DSFM), Office of Research Services, has managed the Apartment House and served a multitude of occupant needs and wants. Ms. Ophelia Harding, who was resident manager for 24 years, until her retirement in 1995, gave hands-on attention to what she considered to be her extended family. Some members of that extended family are still here at the NIH, and they still sing her praises.

Dr. Ruth Kirschstein, NIH Deputy Director; Dr. Marshall Nirenberg, NIDDK-the first NIH winner of the Nobel Prize for the genetic code; Dr. Harold Varmus, Director of the NIH; and Dr. Francis Collins, Director, NCHGR, are just a few who have resided for a time in this structure before moving to other homes.

More recently, Ms. Lenora Vauss has efficiently and effectively fulfilled the resident manager position and has been carrying on where Harding left off. Along with Ms. Karen Queen, the NIH Housing Specialist, Vauss has been actively helping the long-time residents to prepare for their transition to homes away from NIH.

Although they are saddened by the closing of the building, they also know that the new Clinical Research Center is a vital resource for the research community and remains the cornerstone of our intramural research program.

INFORMATION: Karen Queen 6-3030

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### **Engineering Services has new Director and Deputy Director**

Mr. Stephen A. Ficca, Associate Director for Research Services, has appointed Mr. Anthony (Tony) Clifford to the position of Director, Division of Engineering Services (DES), Office of Research Services (ORS), effective May 25, 1997. While Clifford is the new Director, he certainly is not new to the responsibilities of the position nor to NIH.

Clifford has served as Acting Director on several occasions throughout his government career, a career that began here at NIH in 1969. During his most recent Acting role, he effected many initiatives to bring DES into the forefront of the streamlining efficiencies, which are currently meeting and exceeding customer needs across the NIH. He is known throughout the NIH community for his outstanding leadership and dedication to the DES, ORS, and NIH.

Ficca has also announced that Ms. Juanita Mildenberg, AIA, has accepted the position of Deputy Director, DES, effective immediately. She has been serving as Acting Deputy Director for the last year and has been a key player in the DES and the ORS streamlining endeavors. She began her government career her at NIH in 1971. Mildenberg will continue to serve as the Acting Assistant Director of the Facilities Planning and Programming Branch, DES. Her talents and accomplishments are many and will continue to be an asset to this community.

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### **OFFICE CLEANING: the white glove treatment**

Did you know all NIH buildings are cleaned by contractors, except Building 10?

The Sanitation Services Specialists of the Division of Space and Facility Management oversee the contractors, who have very specific duties and time frames. In case you wondered what is cleaned when, here is an outline of their responsibilities:

#### **DAILY**

Remove non-hazardous waste in offices and labs. Clean restroom and refill supplies, clean entrances, corridors, conference rooms, and drinking fountains, dust mop labs.

#### **ONCE A WEEK**

Dust vertical and horizontal surfaces like furniture and blinds. Dust mop and damp mop hard-surface floors in labs and offices.

#### **TWICE A WEEK**

Vacuum offices

**The following are periodic duties, performed between 4:00 pm and 12:00 am to minimize disruption during normal business hours:**

**ONCE A MONTH**

Restore and burnish resilient floors

**EVERY SIX MONTHS**

Shampoo carpets/buff floors

**ANNUALLY**

Strip and refinish hard-surfaced lab and corridor floors

**EVERY TWO YEARS**

Strip and refinish hard-surfaced office floors

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**Violence in the Workplace**

Violence in the workplace is an unfortunate reality of life. Recent statistics cite two million physical attacks on workers in the past year. Six million were threatened and sixteen million considered themselves victims of harassment.

Workplace violence is the threat *or* use of force and it includes one or more of the following behaviors:

- verbal abuse,
- offensive language,
- physical assaults,
- harassing or stalking,
- concealing or using a weapon, and
- actions which damage or destroy property.

The Division of Public Safety (DPS) offers training sessions to help NIH employees recognize the observable indicators that can predict violence and help them to cope with violent situations.

DPS holds sessions every month. The classes fill up very quickly; it is definitely necessary to pre-register.

INFORMATION:  
Public Safety Bulletins  
Session Announcements and Applications

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### **NATIONAL POLICE WEEK: a dash of spice**

National Police Week was held at the NIH from May 11 through May 17, 1997. This annual event was hosted by the Division of Public Safety. Again this year, Sgt. Jody Luke was responsible for organizing this annual luncheon full of down-home Cajun cooking. He and several DPS staff prepared a Louisiana-style feast with Cajun fried shrimp, cole slaw, and french fries. Many employees gathered to take part in this event, which raised approximately \$400. As in the past, all proceeds were donated to an NIH charity, with this years' contributions going to the Friends of the Clinical Center.

The event also included K-9 demonstrations of bomb searching, search and rescue demonstrations, displays of fire and police command vehicles, and the distribution of fire and crime prevention literature such as security advice and fire prevention techniques. Our NIH police were joined by police forces from NIST, Navy Medical, American University, George Washington University, and Howard University. The Credit Union and GEICO also provided free handouts to employees.

INFORMATION: Sandy Miller 6-6893

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### **CHANGE OF ADDRESS: for the NIH Mailing Key Database**

When you change office locations or your organization makes a move, you should fax the updated information to the Printing Reproduction staff at 4-5411. They maintain the NIH Mailing Key database that is used for mass mailings. You can easily identify these mailings: they have NIH labels with a six digit code in the label's upper right hand corner. *When you are faxing changes, please include the six digit number.*

The Mailing Key database system is not linked with any other system-specifically not the NIH DirectoryÑand updates to either database are not exchanged. The NIH is currently working on a central database of employee information, but until its completion is announced, please notify both systems of all changes.

INFORMATION:  
Dorothy Fenty 6-4808  
Fax Changes to 4-5411

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### **SOME CLONE, OTHERS COPY: PRB Copy Centers in Transition**

Earlier this year, the Printing and Reproduction Branch (PRB) started to outsource the North Stonestreet Production Section work. The NIH employees that were previously assigned to the Stonestreet facility relocated to various PRB Copy Centers. As a result, some Copy Center operating hours were slightly modified. The current hours of operation are as follows:

LOCATION	HOURS	PHONE
Building 1, B1-30	8-4:30	6-5470

Building 10, 1C-280	7-4:30	6-4410
Building 31, B4B-N23	7-4:30	6-3778
EPN, Room 111	8-4:30	6-0868
6100 Exec. Blvd, 5A07	7-4:30	2-1980

The transition has been a smooth one, with skilled, trained Copy Center operators who are happy to be interacting directly with customers. However, if you have any problems, PRB would like to hear from you. *Please note:* manned Copy Center jobs now cost six cents per impression, which is a reduction of two cents per copy.

INFORMATION: George Bennett 6-4808

### **Mail Services Branch (MSB) creates new Customer Service Team**

If you have ever wondered who to call if you have mail-related questions, stop wondering! The Mail Services Branch created a Customer Service Team comprised of experienced mail technicians who can assist in the expeditious handling of questions and actions requested by you, the NIH employee, regarding a variety of mail services.

The Customer Service Team provides guidance on mail preparation and processing, Permit Imprint mailings, Business Reply Mail, addressing standards, design of business mail, establishing mail stops, mailing supplies, inter-office communications, and special services such as registered, certified, insured and express mail. The Customer Service Team can be reached Monday through Friday from 7:00 am until 5:00 pm.

INFORMATION: Customer Service Team 6-3586

### **Return Address Vital for Official Government Mail**

Did you know that hundreds of pieces of NIH mail are returned to the NIH on a daily basis? The Mail Services Branch (MSB) has to process all of this returned mail piece by piece. Did you ever wonder why it takes so long to get back to your office?

The U.S. Postal Service regulations regarding addressing standards state that official government mail is required to have a return address. This is a practice that a significant percentage of the NIH community ignores. It causes major delays in returning mail to the sender. When a piece of returned mail does not have a return address, there is only one way to find out who it belongs to: the mail must be opened. With the large quantity of mail in this category, this is very time consuming.

To speed up the process of mail being returned, please remember to always include your return address on all outgoing mail.

The return address should include the following: name, building, room number, and mail stop code. If you are using the pre-imprinted envelopes, please remember to complete this information in the spaces provided.

By practicing proper addressing, you can ensure your mail will be processed in a timely manner.

INFORMATION  
MSB Customer Service 6-3586

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## **Whole Lot of Building Going On!**

Whether you drive or walk through the NIH campus, extensive construction is all around: you cannot miss it. Cranes loom overhead, and some streets are torn apart. Much of the work involves replacement of the aging utility systems. The water line breaks that occurred last winter should not happen again after all improvements and upgrades have been completed. The work can be disruptive, however, the Office of Research Services (ORS) project officers do all they can to reduce the impact on the NIH community. Information is communicated in many ways, such as the NIH Record and the NIH Home Page as well as this newsletter. The Division of Engineering Services (DES) has its own Web site under the ORS for project announcements and updates, and DES staff is available to meet with ICD representatives to discuss how a certain project is affecting that ICD. ORS can also give presentations if they are requested.

### **Building 14 Complex Chilled Water Piping Project**

For many months, as you traveled north on Center Drive past the Natcher Building and looked to the left, you saw fencing around the parking lot in front of Building 14G. This was installed around a project that is now 95% complete: to provide chilled water and steam to several buildings. New, larger capacity piping has been installed above the canopy, connected to the central systems in a new manhole and via the central utility tunnel.

### **Utility Tunnel Expansion: Center Drive and Beyond**

North on Center Drive past the Stone House, a major excavation project has been in process: our new underground Utility Tunnel Expansion Project (UTEF). Multiple phases will upgrade and replace existing steam, chilled water, electric, domestic water, and storm drain lines. It is part of the overall Infrastructure Modernization Program implemented to benefit NIH by improving utility reliability and capacity. The sidewalk along Center Drive has been relocated a few feet to the west to protect walkers from the construction. A walkway to the Stone House will be kept open. All of the excavation projects you see now are segments of Phases 5 and 6 of UTEF.

Other improvements that will enhance pedestrian and vehicular traffic are as follows: wider sidewalks, additional lighting along the walls of Buildings 22 and 23 for safer night travel, additional directional signage, new entrance and project signage, new temporary stairs and walkways to the Stonehouse Building (16A), and the parking spaces that were lost have been liberated in Lot 13 C.

### **ACRF Parking Garage-Building 10**

A major project, concentrated in certain areas of the Building 10 parking garage, has begun to upgrade the structural frame that is badly deteriorated, in part from winter salt. Additionally, to better serve patients and shift workers, there is now attendant parking on the P3 level, and 120 more parking spaces are available.

### **ACRF Cafeteria-Building 10**

Renovations to the patient's kitchen area have been completed. In addition, the Clinical Center's dietary kitchen was upgraded. The second floor cafeteria has been reopened.

### **Clinical Center Essential Maintenance & Safety (EMS) Program**

The original Clinical Center is receiving essential maintenance and safety improvements to extend the life of the facility; work will continue through 1998. The project includes replacement of the main heating and air conditioning systems, upgrading lab fume hoods, installing fire sprinklers, and rewiring the facility for a new combined LAN and telephone system. Interior work will be phased in by floor and completed during off-work hours to minimize disturbance to the employees and patients. The roof of five building wings will be raised using two large tower cranes to install the new main heating and air conditioning systems. Corridor ceilings will be replaced to provide more fresh air for cooling and comfort, and to install fire sprinklers, energy efficient lighting, and the new LAN and telephone systems.

INFORMATION: [www.nih.gov/od/ors/engineers.htm](http://www.nih.gov/od/ors/engineers.htm)

### **Building 50**

The Design Team of the Consolidated Lab Building, Building 50, has been busy in the past few months. The design development submission was received and reviewed in April. A set of 160 construction documents included every aspect of the project: architectural, site, landscaping, code compliance, fire safety, structural, mechanical, electrical, plumbing, telecommunications, interiors, elevators, and equipment. More than 30 people, or groups of colleagues, received the drawings, and each person or group concentrated on their own area of responsibility. The review process of these drawings is considered the most important milestone in the Building 50 program. The architects are now in the working drawing phase for the entire building.

Building 50 was given preliminary site and building plan approval at the March 6 meeting of the National Capital Planning Commission, which means the building will be constructed essentially as designed and planned. Bid packages are being developed for each phase of the project, and the actual solicitation will appear after the final drawings are issued and approved.

NIH has circulated bids and selected a contractor for the first phase construction which consists of demolition, fencing and clearing, relocation and replacement of major utilities, excavation of the basement, and, finally, drilling and constructing the foundation. This phase will take approximately 6-8 months. The building is expected to be completed by the summer of the year 2000. NIH neighbors have been informed of the plans and projected schedule.

Information for Building 50 only <http://building50.dcrn.nih.gov/building50> or Frank Kutlak 2-3691

### **Power Plant Expansion**

In early July of this year, a contract will be awarded to a general contractor who will soon thereafter

begin the initial excavation for the Power Plant expansion project. The area most affected by this work will be the south side of Building 11, which has been closed for a long time. The excavation will take place on the south and west sides of Building 11, in fenced areas that are out of the roadway. Disruption of street traffic will be minimal, and no parking spaces will be lost. In fact, a few may be created in front of Building 11!

### **Children's Inn**

A number of modifications were completed at the Children's Inn. Although the Children's Inn was designed with accessibility in mind, these improvements demonstrate that the director, staff, and NIH in general are always looking for ways to make the Children's Inn as perfect as possible. There have been modifications to the exterior of the north side of the Inn. In addition, a new ramp was installed, and lighting has been improved.

### **Building 2**

Building 2 has long been enclosed with a fence because it was decommissioned. The renovation of this building was originally a part of the Round Robin program to renovate, in sequence, the original NIH laboratory buildings into new updated lab facilities. Studies showed it would be best to transform this building into offices, and accommodate the programs that used to be in Building 2 in a new lab building: Building 50. NIH has received Congressional and Senate approval, and funding is available for the design process to begin.

### **Campus Sidewalks**

Over the past several months, the Grounds Maintenance and Landscaping Section of the Public Works Branch, Division of Engineering Services, has laid over a thousand linear feet of new sidewalks in the vicinity of Buildings 18, 38 (Library of Medicine), 41, and Parking Garage 7.

The new segments complete the campus system of sidewalks in the southeast quadrant. They enable employees and visitors to more safely traverse the campus between METRO, the Natcher Building, and the Library of Medicine; and the Parking Lot 41-B, Building 41, and the Battery Lane area. Pedestrians will no longer be forced to walk on busy campus roads or over muddy foot paths.

*Sidewalk Information* DES Hotline 2-3472

Information-for all projects not otherwise specified:

[www.nih.gov/od/ors/engineers.htm](http://www.nih.gov/od/ors/engineers.htm)

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### **LOU FALCONER RETIRES: 40+ years of service**

Having heard that NIH was a good place to work, Lou Falconer applied for a job in 1956, straight out of the military, and was hired as an animal caretaker. He transferred to a laboratory and liked that, but he knew he especially enjoyed electrical and mechanical work. A friend put in a good word for Falconer at **WNIH-TV**-yes, NIH once had a TV station-where he did production work and electronics.

He was "the utopia of a model employee" according to his most recent supervisor, Frank Kelly, chief of the Clinical Center Maintenance Unit where Falconer served until his retirement as a skilled Electronics Technician. He contributed greatly to the nuts and bolts of the operation of the Clinical Center, fixing everything from TV sets to physician paging systems. He repaired beds, the nurses' call system, tape recorders, and all types of electronic equipment. Kelly praised Falconer as a hard worker, a diligent and responsible man who was self-motivated and dependable.

There are many unsung heroes who are hard at work at the Clinical Center and throughout the NIH. All are appreciated, and all are necessary to our mission of dedication to improving the nation's health.

### **EXTRA, EXTRA: more news!**

The Printing and Reproduction Branch of the Division of Support Services is pleased to offer additional copies of each current issue of the **News: to Use!** until supplies runout.

INFORMATION  
Tim Tosten 6-6

#### **Mission: Communications**

The purpose of this newsletter is to inform and communicate with the entire NIH community about ORS projects, policy changes and initiatives that are of immediate practical interest, along with some items that might be filed away for future use. The Office of Research Services directly affects you and the place where you spend your whole day-your office, your building, your entire organization. Therefore, your satisfaction is our utmost concern. Please let us hear your ideas and comments.

**News: to Use!** is published   
on recycled paper by the  
Office of Research Services,  
Stephen A. Ficca,  
Associate Director  
- Editor, Ann Cochran -

INTERNET ADDRESS:  
<http://www.nih.gov/od/ors/>



US A LINE!

Mr. Steve Ficca, the Associate Director for Research Services, would like to respond to your questions, comments and suggestions ... or is there anything you would like to know about the Office of Research Services but were afraid to ask? Here is your chance!

Topic Discussions:

- most useful information in this newsletter
- subjects that should be addressed in a future issue

- general comments
- specific questions

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YOUR NAME: \_\_\_\_\_

BUILDING & ROOM: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

\_\_\_\_\_ Please check if you would like your comments & our response to be kept confidential.

FAX YOUR COMMENTS TO MR. FICCA'S OFFICE: 2-0604

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Return to home page for:



This page last updated November 20, 1997

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For information about this WWW site, please contact ORS Webmaster  
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